

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

C. TERMS AND CONDITIONS (cont'd)

28. (cont'd)

The 911 services specified in this tariff which are provided by the Company as a part of a universal emergency number service under P.A. 32 shall, to the extent they do not conflict with P.A. 32, be provided under the terms, conditions, rates and charges of this tariff.

Upon customer request, the 911 services provided by the Company in accordance with the terms and conditions of P.A. 32 shall be billed in accordance with the terms and conditions of P.A. 32.

- a. The Company may bill a portion of its rates and charges, as specified in P.A. 32, to the customer. The customer shall be responsible for the payment of those charges.
- b. The Company may bill a portion of its rates and charges, specified in this tariff to the service users of the 911 system as a part of the charges billed by the Company in accordance with P.A. 32. The service users shall be responsible for payment of those charges.

D. FEATURES

1. Enhanced 911 Standard Features

Alternate Routing (AR)

Default Routing (DR)

Forced Disconnect

Central Office Transfer Arrangements:

- Fixed Transfer
- Manual Transfer
- Selective Transfer

Speed calling

(C)

Material formerly appeared in Part 8, Section 3, Original Sheet Nos. 9 thru 31.

Issued under authority of M.P.S.C. Order dated 10/12/95

Case No. U-10910

Issued: July 17, 1996

Effective: November 11, 1996

By Gail F. Torreano, Vice President - State and Federal Government
Detroit, Michigan

MICHIGAN BELL
TELEPHONE CO.
TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 8

SECTION 3

1st Revised Sheet No. 25

PART 8 - Miscellaneous Services

Cancels

SECTION 3 - Emergency/Group Alerting Services

Original Sheet No. 25

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

E. PRICES

1. Service Elements

Charges for Enhanced 911 feature combinations are determined by the total number of main and equivalent main telephone numbers served by local central offices equipped for Automatic Number Identification, Selective Routing, and those to which both apply.

When Selective Routing (SR) is provided, different features may be applied to the SR subsets without being applied to the total main and equivalent main telephones served by the local central office.

The following Service Features are rounded to the nearest 1000 main and equivalent main telephones (excluding all types of WATS terminations). This count is determined by the maximum number of the above stated main telephones in service during the most current twelve-month period at the time service is established. This count will be adjusted annually to update customer billing, with the applicable twelve-month period being the preceding calendar year. When E-911 Service is provided in accordance with P.A. 32, the annual adjustment will be based on the provisions of P.A. 32.

(C)

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TARIFF M.P.S.C. NO. 20R

Ameritech

Tariff

PART 8

SECTION 3

1st Revised Sheet No. 26

Cancels

PART 8 - Miscellaneous Services

SECTION 3 - Emergency/Group Alerting Services

Original Sheet No. 26

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

E. PRICES (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Non Recurring Charge	Monthly Price
Service Features		
Some or all of these rates and charges may be billed to service users as specified in P.A. 32.		
Automatic Number identification, per 1000 main stations served /E8X/	\$ 168.46	\$ 29.20
Selective Routing, per 1000 main stations served /E8R/	673.82	81.98
Combined Automatic Number Identification and Selective Routing per 1000 main stations served /E8T/	673.82	81.98
Combined Automatic Number and Location Identification, per 1000 main stations served /E8V/	1,437.49	103.32
Combined Automatic Number and Location Identification and Selective Routing, per 1000 main stations served /E8Z/	1,572.25	114.55
Additional (optional) one-way incoming E911 Exchange Lines terminating at PSAP, each (provided at the customer's request)/E8K/	146.00	101.07

(C)

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Ameritech

Tariff

PART 8

SECTION 3

1st Revised Sheet No. 27

Cancels

PART 8 - Miscellaneous Services

SECTION 3 - Emergency/Group Alerting Services

Original Sheet No. 27

UNIVERSAL EMERGENCY NUMBER SERVICE - 911 (cont'd)

(C)

E. PRICES (cont'd)

2. Other Applicable Charges and Payments

Messages

The calling party is not charged for calls placed to the 911 number.

Charges for messages transferred over exchange facilities from a PSAP are billed to the 911 customer according to rates applicable from the Serving Central Office which serves the PSAP initiating the transfer to the point of termination, subject to the terms and conditions of the 911 Service agreement. Inter-system transfers are subject to applicable local message charges.

Special equipment and service arrangements for which provision is not otherwise made in these tariffs or catalogs are furnished wherever practicable at charges based on cost.

Equipment Moves

Moves or changes of equipment at PSAP locations will be made based upon cost, not to exceed installation charges specified in this tariff or catalog. Time and material charges may be applicable.

Charges for customer requests that require additions, removals, moves, or changes of access facilities or equipment on Company premises will be based on cost and determined separately in each case.

Installation of additional network or other facilities to maintain a satisfactory grade of service will be provided by the Company, subject to the terms and conditions of the 911 Service Agreement.

Cancellation of the service in whole or in part by the customer prior to installation will require payment of an amount equal to the cost of engineering, manufacturers' billings resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred up, to the time of cancellation which have resulted because of the subscriber's order for services, but not to exceed the total installation charges.

(C)

Material formerly appeared in Part 8, Section 3, Original Sheet Nos. 9 thru 31.

Issued under authority of M.P.S.C. Order dated 10/12/95

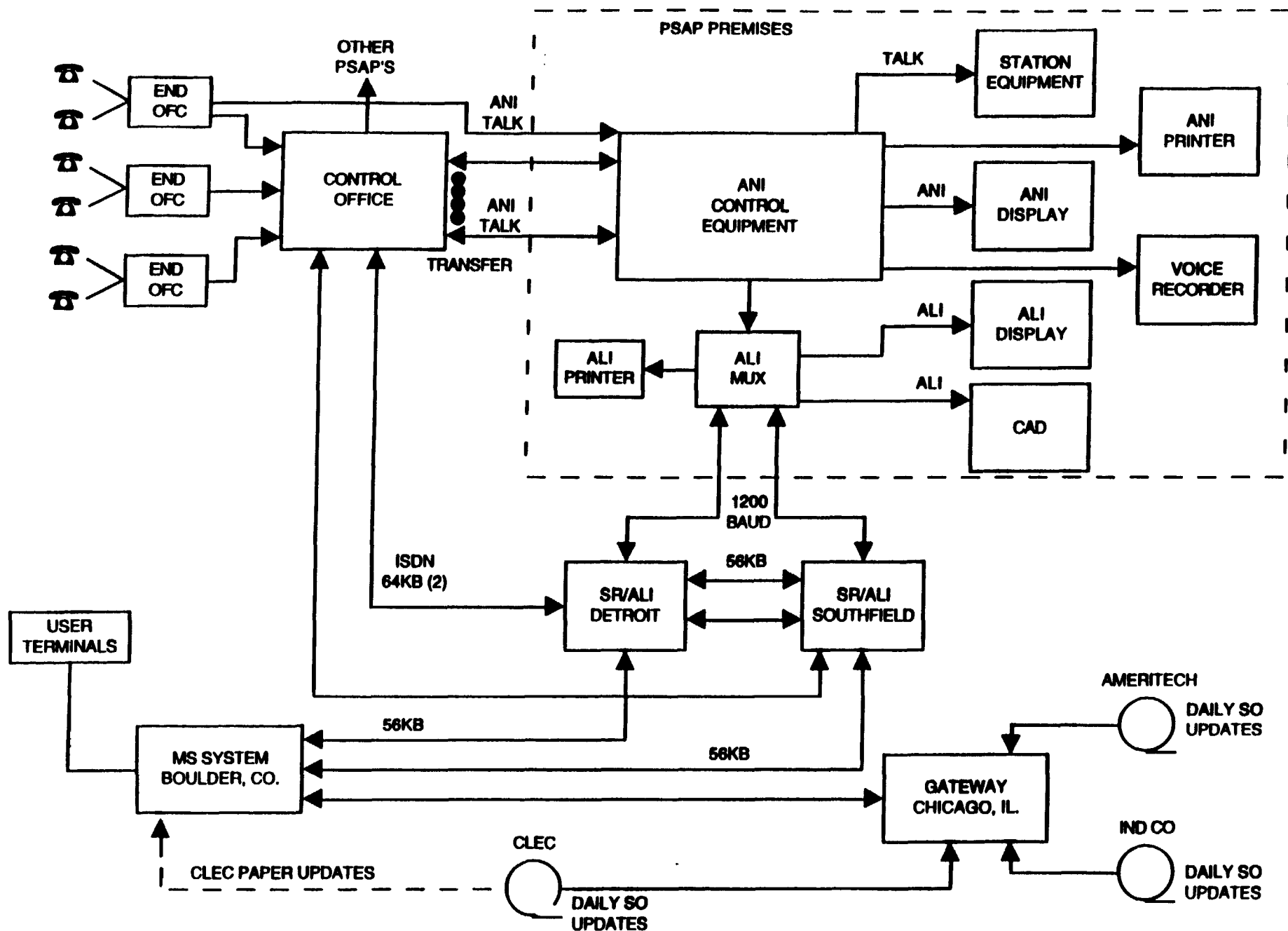
Case No. U-10910

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By Gail F. Torreano, Vice President - State and Federal Government
Detroit, Michigan

E911 SYSTEM COMPONENTS



**9-1-1 Database Statistics
State: Michigan**

	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97
# Records in Database	6,646,821	6,647,367	6,694,265	6,645,534	6,702,957	6,734,159	6,776,941	6,848,818
# Changes Per Month	292,642	252,575	255,554	299,173	212,349	197,168	329,071	274,399
% Changes Per Month	4.40%	3.80%	3.82%	4.50%	3.17%	2.93%	4.86%	4.01%
# of ALI Bids Per Month *	381,202	341,869	345,703	336,200	305,921	367,316	367,035	380,006
# Trouble Tickets Submitted **	808	722	757	792	843	1,017	888	629
% of Calls with Reported Trouble	0.21%	0.21%	0.22%	0.24%	0.28%	0.28%	0.24%	0.17%
% of Calls without Reported Trouble	99.79%	99.79%	99.78%	99.76%	99.72%	99.72%	99.76%	99.83%

* An ALI Bid reflects a hit or dip to the 9-1-1 database to retrieve ALI information for a 9-1-1 call.

** Reflects total number of trouble tickets submitted to Ameritech by PSAPs throughout the state.

A tally has not been performed showing the number of trouble tickets that truly reflect database trouble.

Therefore, this number is an overstatement.

9-1-1 Database Integrity

Processes in a Multiple Local Exchange Provider Environment

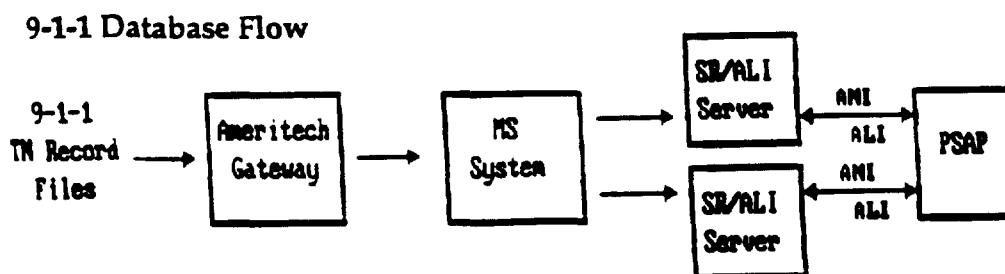
Table of Contents

<u>Part</u>	<u>Content</u>	<u>Page</u>
I.....	Introduction	3
II.....	TC Planning & Implementation Stage.....	5
III.....	Daily Operations.....	8
IV.....	Error Recognition & Correction.....	10
V.....	Other Data Integrity Test Procedures	12
VI.....	Conclusion.....	16

I. Introduction

This document serves as a guide for all carriers to follow to support 9-1-1 database integrity in an environment where there are multiple local exchange providers present. It details the processes necessary to further database integrity, including planning, initial startup, and implementation steps, as well as the on-going processes that take place. The checks and balances of the systems are highlighted to provide an understanding of the milestones, checkpoints, and other testing performed that facilitate 9-1-1 database integrity. This document also identifies the responsibilities of two basic categories of local exchange companies (LECs): the LEC who is also the 9-1-1 service supplier¹ and those who are not. The former includes Ameritech. The latter category is comprised of LECs who are not the 9-1-1 service supplier in the territory, but do provide local exchange services there; these LECs will be referenced as Telecommunications Carriers (TCs) in this document.²

In order to better understand the processes necessary to support 9-1-1 database integrity, it is helpful to understand how the 9-1-1 data is used by the Public Safety Answering Points (PSAPs). The diagram below depicts the basic data flow in the 9-1-1 database system.



¹ A 9-1-1 service supplier is the LEC that provides the service known as universal emergency reporting service (9-1-1) to public bodies organized to receive and respond to emergency calls placed via 9-1-1

² Ameritech may also fall into this latter category when it is not the 9-1-1 service supplier in its licensed territory.

The 9-1-1 data flow begins with the presentation of 9-1-1 Telephone Number (TN) record files to Ameritech's Gateway system. These records contain the TN and address of an end-user. From the Gateway, the TN records are processed into the Management System (MS) file and the Selective Routing/Automatic Location Identification (SR/ALI) files. When a PSAP receives a 9-1-1 call, the ALI information is retrieved from the SR/ALI database per the Automatic Number Identification (ANI) information, which is the TN. (For your reference, Appendix A contains a glossary of 9-1-1 terms and Appendix B contains a list of acronyms.)

As can be seen above, there are two basic types of data involved in the 9-1-1 system. The first type is address and routing information. This data (MS database) associates the ANI or telephone number of a 9-1-1 caller with the proper Emergency Service Number (ESN), which allows the 9-1-1 switch to route the call to the proper PSAP. The second type of data is the ALI information. This data is used to display the customer name and address associated with the telephone number to the PSAP; this data resides in the SR/ALI database.

As will be seen within this document, Ameritech has already implemented several safeguards to protect the integrity of its 9-1-1 database. It has a dedicated 9-1-1 operations group which oversees all 9-1-1 processes, from database management to customer contact. In addition, the operations group is supported by the National Data Service Center (NDSC) which performs the 9-1-1 database maintenance functions, such as the daily processing of inputs. Additionally, Ameritech has adopted the National Emergency Number Association (NENA) recommended standards for 9-1-1 data exchange. (See Appendix C.) Using industry recommended standards, such as these, eases a TC's burden when preparing systems to interface with 9-

9-1-1 Database Integrity -- Processes in a Multiple Local Exchange Provider Environment

1-1 service supplier databases across the region and throughout the country. Ameritech will continue to update these procedures as the environment in which 9-1-1 is provided continues to evolve.

II TC Planning & Implementation Stage

Today, TC interconnection to Ameritech's 9-1-1 service is handled via negotiated agreements. These arrangements include provisioning the 9-1-1 database portion of the service. As depicted on pages 1-2 of the Exhibit, the TC Planning Stage is generally triggered when the TC and Ameritech sign the 9-1-1 Interconnection Agreement.³ The activities noted in this section outline the introduction of Ameritech's 9-1-1 service process to the TC. Ameritech then introduces the 9-1-1 service capabilities to the TC and notifies the 9-1-1 Operations Group who then interact with the TC.

The steps in the process the TC must follow to enter its end-user data in the 9-1-1 database are dependent on whether the end-user is served via a resold service or a facilities based service. If a TC is operating as a reseller (or purchases unbundled ports), Ameritech provides the TC's end-user's name and address into the 9-1-1 database via Ameritech's service order system based on input obtained when the TC places the order. Special Field Identifiers (FIDs) are used to signify the order as a resold service. The Different Premise Service (DPS) and Different Premise Address (DPA) FIDs are used to store and transport this information in Ameritech's service order process; the TC must provide the end-user data (name and address information) at the time of placing an Order.

³Of course, Ameritech is willing to begin discussions relating to 9-1-1 processes and requirements prior to contract execution if the TC requests.

If the TC is operating on a facilities-basis (uses its own switch), it must provide its end-users' information to the 9-1-1 service supplier. 9-1-1 data records can be provided to Ameritech on a manual or mechanized basis.

The TC has three choices to provide data to Ameritech: file transmission into the Ameritech Gateway in the NENA standard format, diskette files in the NENA standard format, and manual forms. As can be seen on pages 1-2 of the Exhibit, the TC will also go through a thorough testing process to clearly detail what is needed to feed complete and accurate data to Ameritech's 9-1-1 database. The amount of testing will depend on the TC's choice of transmission type; generally, the test period will be approximately 30 calendar days.

In order to avoid delay in turning up its local exchange services during the testing process, the TC may perform manual updates to the Ameritech 9-1-1 database until such time as its mechanized process has been fully tested.

If the TC chooses a mechanized TN record transfer process (file transmission or diskette file) from the start of operations, the preparation and testing process generally requires a lead time of approximately 90 calendar days.⁴ This period allows for:

- Understanding the NENA standard and the necessary field content in the data records.
- Preparation of the necessary software by the TC to extract the data from their service order process or equivalent customer record system and put it in the proper NENA format.
- Acquiring and loading the Ameritech Address & Routing File (ARF).

⁴ The lead time necessary for preparation and testing is dependent upon the individual TC; for example, the TC's experience level with 9-1-1 database issues.

- Mechanized or manual cross-check against the addressing data in the Ameritech ARF, to provide prescreening and verification of addressing content. This step minimizes MSAG mismatches and delays in entry and update of records into the 9-1-1 databases. (The ARF file also includes the assignment of the selective routing switch to address ranges.
- Software testing.
- Trial runs of the 9-1-1 TN file generation.
- Preparation and testing of electronic file transfer protocols.
- Test runs of the complete process, including Ameritech processing of the transferred files and test record processing into the 9-1-1 SR/ALI databases.

When the above process is complete and signed off on by both parties, the daily transfer of data records can begin. If the TC already uses NENA standards and has active service, three of the above items (loading of ARF data; preparation & testing of electronic file transfer protocol; and, completion of test runs) would still be required to verify that interfaces to Ameritech are completely compatible.

Ameritech has also documented the entire process necessary to turn up TC 9-1-1 service in its *AEC 9-1-1 Service Planning & Implementation Process*, which is contained in Appendix C. This begins at least 40 calendar days in advance of live service and provides for service area definition, 9-1-1 network planning and ordering, PSAP customer impact identification and communication; it also includes the database preparation and testing steps. After successful network and overall service testing, TC 9-1-1 service through Ameritech's 9-1-1 service systems is ready.

As can be seen on pages 1-2 of the Exhibit, the database planning and implementation process contains 3 milestones:

MILESTONE 1: Database Interface Choice

Responsibility: TC

Whether choosing either a mechanized or manual process, the TC must complete field content definition and testing, with records jointly defined with Ameritech. If the TC has mechanized interface software prepared to produce records prescribed in the NENA data exchange standards or if manual record updates are planned, this point begins the testing process noted and depicted above. The TC will need to prepare procedures for their associated internal processes which address the method(s) chosen for 9-1-1 database updates.

MILESTONE 2: Start TC Database Provisioning Test Runs

Responsibility: TC (primary), jointly with Ameritech

Testing should typically begin 30 days prior to live service.

Repeated cycles of testing may be required.

MILESTONE 3: Database Development Sign Off

Responsibility: TC and Ameritech

When both Ameritech and the TC agree that database processes are ready, a formal sign-off completes database service preparations.

This ensures that both parties are satisfied that the data flow from the TC to the Ameritech 9-1-1 database is capable of being accurate and complete.

After Milestone 3 is achieved, the TC may begin daily operations. That is, it may begin transmitting its data to be loaded into the actual database.

III. Daily Operations

As shown on pages 2-3 of the Exhibit, after reaching Milestone 3, the TC may begin providing daily data transfers to update the 9-1-1 database. This is a daily process that will provide the means for service order activity reflecting changes in end-users' information to be reflected in a timely manner in the 9-1-1 database.

Each day, the TC sends its input to Ameritech for processing. If it is a mechanized send (file transfer or diskette), the data is processed through Ameritech's gateway; if it is manual, then Ameritech completes the data entry process. The data is then used to update the MS (Management System)

9-1-1 Database Integrity -- Processes in a Multiple Local Exchange Provider Environment

database, which contains the Master Street Address Guide (MSAG) and routing information (the Emergency Service Number - or ESN - assigned to determine the routing of a 9-1-1 call to the proper PSAP). All good records are passed on to the SR/ALI databases.⁵ All bad records are returned to the data originator (Ameritech or the TC). Daily processing results are also provided to reflect the number of records processed, the number of errors and available error detail.

This process is detailed on page 3 of the Exhibit. In the process, there are three checkpoints:

CHECKPOINT 1: Daily Data Base Delivery

Responsibility: TC

Daily business day sends of TN records from the TC. This includes zero record sends when no updates are necessary, which provides for daily positive reporting.

CHECKPOINT 2: Ameritech's Processing Completes for Each Cycle

Responsibility: Ameritech

The MS system processes each day's TN record input and generates ALI and SR file output, with error information for any records that did not process properly.

CHECKPOINT 3: Active ALI and SR Records Available

Responsibility: Ameritech

The SR/ALI databases are updated with the current input. The checkpoint occurs within 1 business day of Checkpoint 1, for all non-error input records.

This represents the normal flow of the 9-1-1 database update process. The checkpoints are reflected in the process on page 3 of the Exhibit.

⁵ "Good" records are those that pass the data checks as described in Error Recognition Point 2.

IV. Error Recognition & Correction

As with any massive database system⁶, it is expected that there may be errors in the input process. Therefore, Ameritech has built in Error Recognition (ER) and Error Correction (EC) points in its daily update process. These safeguards are designed to minimize the chance of errors getting into the 9-1-1 database.

The depiction of the 9-1-1 database update process (page 3 of the Exhibit) reflects a checkpoint dedicated to Error Correction.

CHECKPOINT 4: TC and Ameritech Error Correction

Responsibility: Ameritech and TC

Correctable errors are expected to be turned around within 1 business day of Checkpoint 3.

Ameritech's process contains a number of Error Recognition and Error Correction Points, as can be seen on page 3 of the Exhibit:

ERROR RECOGNITION POINT 1 (ER1): TC Address Prescreening

Responsibility: TC

TC receives Addressing & Routing Files (ARF) from Ameritech to assist in prescreening the TC 9-1-1 TN records for 9-1-1 valid addressing. This allows the TC to recognize and correct addressing problems before the records are sent to Ameritech's 9-1-1 database process, thereby lowering the potential of errors and accomplishing correct updating of the 9-1-1 data bases in minimal timeframes.

ERROR CORRECTION POINT 1 (EC1): TC Address Correction

Responsibility: TC

Represents the opportunity described in ER1 for the TC to correct customer addressing at the very beginning of the 9-1-1 database process.

⁶ Ameritech Michigan's 9-1-1 database contains approximately 6.6 million records and processes approximately 290K updates monthly.

ERROR RECOGNITION POINT 2 (ER2): Database & Address Screening
Responsibility: Ameritech

When the 9-1-1 system processes takes in the Ameritech or TC TN records to update the databases, a check is made against the Master Street Address Guide (MSAG). This validates the TN record's address information, matching to an entry in the MSAG. When a match is found, the telephone number is associated with an ESN (Emergency Service Number). This provides the relationship between the telephone number and the routing code (ESN) allowing the Ameritech Selective Routing switch to properly route a 9-1-1 call to the proper PSAP. Any errors at this point are identified in error files for appropriate action.

The MS database processing includes other checks to determine the appropriateness of the input record. For example, if the record is marked as an "insert", the process checks to see if there is already an existing record; if so, then it is an error. If the record is marked as a "change" or "delete", then an existing record should reside in the database; if not, the record will be flagged as an error.

ERROR RECOGNITION POINT 3 (ER3): Daily Processing Results
Responsibility: Ameritech

After daily processing results are reported, both Ameritech and the TC have information on overall results for the last processing cycle. If it is a mechanized update process, the TC will receive a reporting containing the number of records received, the number of records applied to the database, the number of errors, and the TNs in error. If it is a manual update process, the TN form in error is returned to the TC within one business day.

ERROR RECOGNITION POINT 4 (ER4): PSAP Trouble Reporting
Responsibility: PSAPs

When a 9-1-1 call occurs, the PSAP may recognize that a data related problem exists. Ameritech provides a trouble reporting process that allows the PSAP to identify these cases to Ameritech.

ERROR RECOGNITION POINT 5 (ER5): TC Daily Processing Review
Responsibility: TC

When the TC receives the daily processing results report, the opportunity exists to identify what errors occurred, and what factors in the TC customer records or 9-1-1 record generation process may have contributed to the error conditions.

**ERROR CORRECTION POINT 2 (EC2): TC Daily Processing
Correction**

Responsibility: TC

TC error correction process to deal with those error conditions recognized at ER5. Corrections submitted in next daily update.

NOTE: The above two items (ER5 & EC2) are also performed by Ameritech for its input data.

**ERROR RECOGNITION POINT 6 (ER6): NDSC
Corrections/Recognition**

Responsibility: Ameritech via NDSC

Any reports of problem conditions from the PSAP are handled initially at the National Data Service Center (NDSC). If the trouble report is not data related, it is referred to 9-1-1 Operations personnel for further action and resolution. If the trouble condition is data related, various actions are taken to determine the type of problem. MSAG problems are referred to the PSAP Director or County Coordinator (as appropriate).

ERROR CORRECTION POINT 3 (EC3): NDSC Corrections/Recognition

Responsibility: Ameritech via NDSC

Correctable errors are handled at the NDSC. Uncorrectable cases are returned to the source party, such as the TC for their action. The usual TC approach is to provide an updated record to correct the problem.

The objective for turnaround on error correction is one business day.

However, unusual cases can take more than one business day to resolve.

V. Other Data Integrity Test Procedures

Ameritech is instituting a number of other database safeguards that are performed on an on-going basis. There are three data analysis tools used by Ameritech: File Comparison & Reconciliation; Database Input & Error Correction Analysis; and, Front-End Processes Analysis.

File Comparison & Reconciliation

This tool contains two separate file comparisons that check the accuracy of the database.

The first analysis is labeled *MS to Source Compare*. This process compares the data stored in the main 9-1-1 database file (MS database) to its source records -- actual customer records in Ameritech's customer information systems. Extracts are made from the customer information systems and then the data is compared to the MS on a record by record basis. In order to complete this analysis in a multiple local exchange provider environment, the TC will be required to provide a file extract from its customer records system in order to facilitate the *MS to Source Compare*.

The second analysis is labeled *MS to SR/ALI Compare*. This process compares the data contained in the MS database to that contained in the various SR/ALI files associated with each of the 9-1-1 control offices.⁷

The compares are done on a sample basis at the NPA-NXX level (e.g. 313-223). The NPA-NXX data for each of Ameritech's routers will be subjected to a 20% sample comparison and reconciliation in each router each year. An error rate in excess of 2% of the 20% sample of any router will be the threshold to trigger a 100% comparison and reconciliation of that particular router.⁸ This process creates a five year cycle of 100% comparison and reconciliation for each router. The NPA-NXX sample each year will be determined by the Ameritech State 9-1-1 Data Manager. The TC will be

⁷In those areas where Ameritech is employing digital routing switches, 9-1-1 call routing is controlled directly from the SR/ALI databases. If the router is analog, the individual routing information is stored in the appropriate router's database contained in the switch and is updated via RCMAC.

⁸ Ameritech Michigan currently utilizes seven (7) routers in its 9-1-1 operation: Ann Arbor, Bay City, Cadillac, Grand Rapids, Lansing, Marquette, and Rochester.

notified 15 business days in advance if any of its NPA-NXXs are involved in the sample.

Database Input & Error Correction Analysis

Ameritech's 9-1-1 Operations Group performs daily analyses of results data generated on each day's load of records into the database. The following types of data are used in the analysis:

- Volumes of incoming updates to 9-1-1 database by source and router.
- Elapsed time to post incoming service orders.
- Volume of errors by source and category.
- Unresolved errors by source and category.
- Error backlog by source and category.
- Error resolution average elapsed time.

Analyses of the above types of data allow the 9-1-1 Operations Group to identify recurring and systematic errors. They can also identify when there are delays in getting data into the database or delays in getting errors corrected. As stated previously, the maximum time to post incoming TN records should not exceed one business day. Errors should be cleared as quickly as possible; the target is within one business day of identification. Any increases in the daily error rate in excess of 3% triggers special treatment in the data analysis process. That is, it triggers a full comparison of ALI data to source data for the NPA-NXXs involved.

In addition, Ameritech's 9-1-1 systems will proactively search the database, flagging irregularities for review and will automatically apply corrective action where appropriate and feasible. At the minimum, analysis data is forwarded to the 9-1-1 Operations Group for appropriate action.

If using a mechanized data update process, the TC will receive a daily report of their input results to the database. The report returned to the TC

9-1-1 Database Integrity -- Processes in a Multiple Local Exchange Provider Environment

includes file load identification information, number of records in the load, number of records applied to the database, and number of records that fell out as errors. An example of this report is contained in Appendix D. If the TC is processing updates on a manual basis, the TN forms in error are returned to the TC.

In the Database Input & Error Correction Analyses process, it is the data owner's (Ameritech or TC) responsibility to monitor its input for completeness and accuracy and to correct any errors in a timely manner.

Front-End Processes Analysis

Quality standards and monitoring are also applied to Ameritech's "front-end" systems (systems that provide input to the 9-1-1 database) to aid complete, accurate, and timely update of the 9-1-1 database. The 9-1-1 Operations Group analyzes data provided by two types of systems. First, analyses are performed on the systems that generate 9-1-1 database updates from Ameritech service order activity. Second, analyses are performed on the Street Address Guide (SAG) changes by category. (The SAG directly feeds the Master Street Address Guide (MSAG) used by the 9-1-1 database system. MSAG provides the screening on appropriate addresses and provides PSAP routing information.) These analyses include review of volumes by category, unresolved requests by category, average elapsed time for resolution, and the backlog of requests.

In this instance, the TC will be responsible for the integrity of their front-end systems to help ensure they are feeding 9-1-1 database updates in an accurate, complete, and timely manner. Also, Ameritech will provide updates to the TC's ARF data file so they may continue doing prescreening on

addresses. (The ARF file provides to the TC the addressing and control office assignment.)

To date, the above processes identified two situations in Ameritech's service order process that affected the 9-1-1 database as it relates to TCs who are resellers. These situations and their resolutions are identified in Appendix F.

VI. Conclusion

The above documented process contains built-in safeguards and checkpoints to minimize the amount of data errors in the 9-1-1 database. These include joint planning and testing with TCs, a sign-off when the TC is ready to transmit daily updates, error recognition and error correction points built into the daily processing cycle, and other tests made independently of the daily processing to test the accuracy and completeness of the databases. It is Ameritech's objective to maintain its 9-1-1 database error rate of less than 1%.⁹ Therefore, this objective must also be adopted by the TCs.

By following the above documented processes, the transition to a competitive local marketplace with multiple local exchange providers will be transparent to the end user of 9-1-1 services.

⁹ The error rate equals the number of records in the error file divided by the number of records in the 9-1-1 database at any given time. The error file is in constant churn as errors are corrected and removed, while new errors are identified. This error rate objective was adopted regionally by Ameritech and is supported by the Illinois Commerce Commission 83 Administrative Code Part 725.